

This record is a partial extract of the original cable. The full text of the original cable is not available.

271225Z Jan 05

UNCLAS DJIBOUTI 000093

SIPDIS

E.O. 12958

TAGS: [CMGT](#) [DJ](#)

SUBJECT: CONSULAR LEADERSHIP DAY PROMOTES PROFESSIONALISM IN
DJIBOUTI CONSULAR SECTION

1. (U) Djibouti conducted a Consular Leadership Day on Tuesday afternoon, January 25. The entire consular section met for several hours to discuss issues and challenges facing our section in the coming year. The theme of the day was professionalism: the importance of professionalism in a U.S. Consular Section and how to improve our professional image to the American Citizens we serve as well as the host country.

2. (U) The day was appreciated by all involved. Tangible results included a reorganized weekly schedule in order to dedicate hours to answering our increasing number of general inquiries. In so doing, we hope to improve our response time on handling routine ACS issues as well as improve our flow for handling IV cases. Also an important change was to set aside specific hours for training. Due to the relative inexperience of most of our consular staff, hiring and training concerns were discussed at length.

3. (U) We also brainstormed strategies to improve the organization of our workspace. We agreed that the current layout is an inefficient use of very limited space, which causes us to waste time searching for files and forms. This hurts our professional image when it becomes apparent to our constituents. Reorganizing the consular area to improve efficiency was agreed to be a top priority for 2005, which we have already outlined in proposal form to Washington.